



# Contact the Southeast, East and Mid-Michigan Provider Consultant Team

*(For providers not associated with a medical care group)*

**Blue Cross Blue Shield of Michigan and Blue Care Network** have made it easier for you to contact a provider consultant when you need to escalate your inquiry.

As a participating provider located in **Southeast, East** or **Mid** regions of Michigan, you can now send your escalated inquiry to Provider Engagement and Transformation. Please review the instructions and submission requirements outlined below. Click on the [Provider Consultant Inquiry Review](#) form to submit your inquiry using our submission form.

## INQUIRY SUBMISSION REQUIREMENTS

**Step one:** Call your first point of contact

- **Enrollment-related inquiries**
  - Provider Enrollment and Contracting Operations: 1-800-822-2761
  
- **All other inquiries**
  - Provider Relations and Servicing
    - Professional provider: 1-800-344-8525
    - Facility or hospital provider: 1-800-249-5103
  - Medicare Advantage: 1-866-309-1719
  - Availability: 1-800-282-4548

Providers located in the West region and Upper Peninsula of Michigan must contact their assigned consultant directly. Not sure which region you're in? Click [here](#) for assistance.



## **Step two:** Escalate your inquiry to Provider Engagement and Transformation

For a thorough and accurate review of your inquiry, please send an email to [petcontactus@bcbsm.com](mailto:petcontactus@bcbsm.com) that includes the required information outlined below. Please note, this email box **doesn't** accept secured emails.

- All emails **must** include:
  - Provider name
  - Provider NPI Type 1 or Type 2
  - Call reference number (within 30 days) from Provider Relations and Servicing, or Medicare Advantage for non-enrollment inquiries
  - Brief description of your inquiry
  
- **Claim**-related inquiries **must** also include:
  - Member first and last name
  - Member contract number and alpha prefix
  - Dates of service
  - Payer claim number for each claim at issue
  - Rendering provider's name (first and last)
  - Billing provider's NPI number
  - Bill amount
  
- **Enrollment** related inquiries **must** also include:
  - Date of call to Provider Enrollment and Contracting Operations

**Nonparticipating** providers must work with Provider Relations and Servicing, Medicare Advantage (claim questions), or Provider Enrollment and Data Management (enrollment questions) to resolve their inquiries.